

FIG. 1

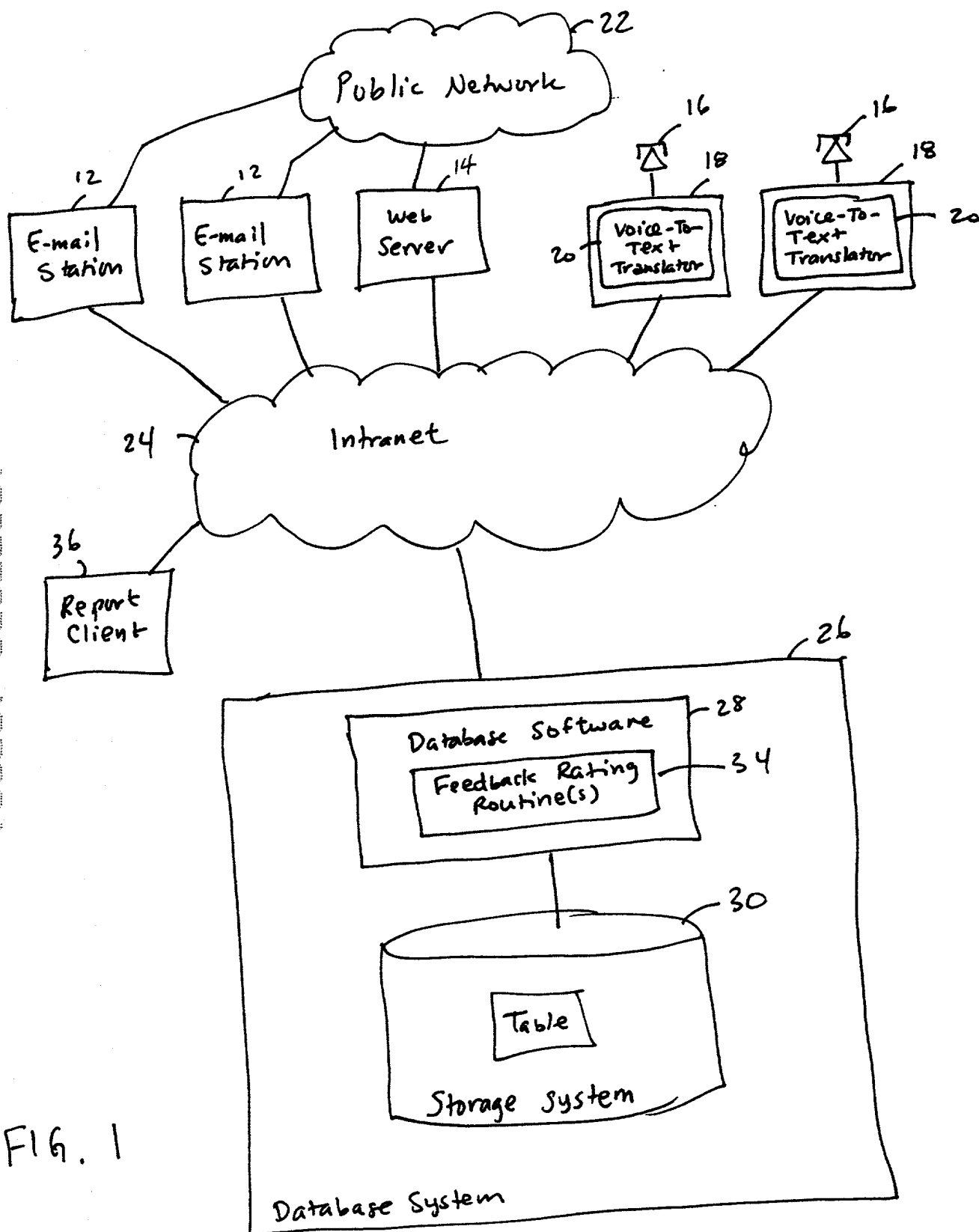
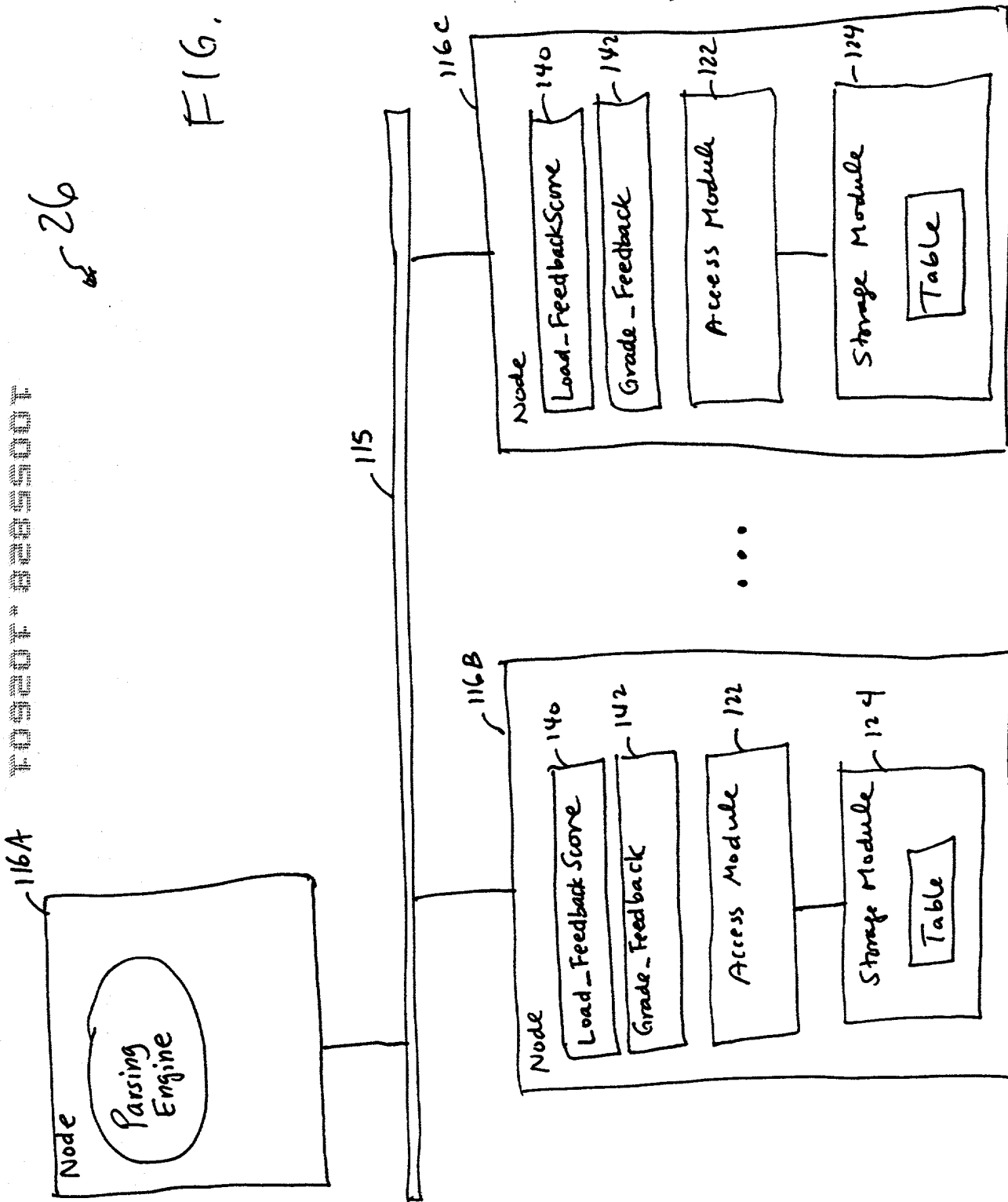


FIG. 1

26

FIG. 2



202

Customer_ID	...	Feedback	Timestamps

200

ID	Feedback Score
ID1	[ARRAY 1]
ID2	[ARRAY 2]
	⋮

FIG. 3

FIG. 4

Word	Raw Score	Very	Extremely
anger	-5	2	4
joy	+7	2	4
sad	-2	2	4
surprise	+7	2	4
disgust	-4	2	4

